

MONROE COUNTY, FLORIDA

JOB DESCRIPTION

Position Title: Lead Operator PBX Communications	FLSA Status: Non Exempt	Date: July 22, 1998 Job Code: 4-8
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GENERAL DESCRIPTION

(The information of the description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.) Supervisor of the Monroe County PBX Communications. Primary function is to answer all calls that come into the county switchboard with politeness, knowledge, and as quickly as possible.

KEY RESPONSIBILITIES

1. * Answering the switchboard with on-the-job supervision.

***Indicates an essential job function**

Position Title: Lead Operator, PBX Communications	Job Code: 4-8	Position Grade: 4
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KEY JOB REQUIREMENTS

Education: High School Diploma or GED required.

Experience: 0 to 1 year, minimum amount of prior related work experience.

Impact of Actions: Decisions and impact are normally limited to my position.

Complexity: Basic: Work consists of moderately complex procedures and tasks where basic analytic ability is required. Work may involve the comparison of numbers. Selection of appropriate guidelines and procedures, or identification of appropriate actions to follow. Answers are usually found by selecting from specific choices defined in work policies or procedures.

Decision Making: Basic: Ongoing supervision is provided on an "as needed" basis. Some independent judgment is necessary to select and apply the most appropriate of available procedures.

Communication with Others: Requires regular contact within the department and with other departments, outside agencies or the general public, supplying or seeking information.

Managerial Skills: Responsible for providing limited supervision for one or more functions within a department. Formally plans, assigns, directs, and coordinates the work of these functions. Typically responsible for performing some non-supervisory duties in addition to supervisory responsibilities. May perform staff evaluations and make recommendations regarding pay and/or performance.

Working Conditions/ Physical Effort: Normal office situation/ Works alone or closely with others/ Typically sitting at a desk or table/ Requires good hearing.

Other: Should have some experience in dealing with the public.

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APPROVALS

Department Head:

Name: _____ Signature: _____ Date: _____

Division Director:

Name: _____ Signature: _____ Date: _____

County Administrator:

Name: _____ Signature: _____ Date: _____

On this date, I have received a copy of my job description relating to my employment with Monroe County:

Name: _____ Signature: _____ Date: _____